



## The Most Wonderful Time of the Year

The holiday season is in full swing, so between your days full of patient care and your nights spent fighting the lines for some gift shopping, we thank you for taking the time to read this month's newsletter. You can look forward to details about our upcoming OP 21.0 release, find some great, informative webinars to check out, and before you miss it, be sure to check out our [early bird pricing](#) for next year's OP Engage user conference!

So thanks again for reading, and Happy Holidays from everyone here at Office Practicum!



## Product News

### Recent Release Highlights

Our phased-release process is underway for OP 21. Each practice will receive email communication regarding the availability of their update, ensuring that you have the latest fixes applied to your system. With so many great updates and new features coming out, be sure to review the [Release Notes](#) for a full breakdown of everything included.

#### Asthma Action Plan Wizard

We made several updates to the Asthma Action Plan Wizard workflow to align with the NIH's most recent recommendations and to simplify and streamline your workflow. Tabs have been consolidated, which means fewer clicks for providers as you work through the wizard with your patients.

At the same time, problems and active medications will now display in a panel on the right-hand side of the screen, visible as it creates the plan. Lastly, we revamped the resulting Asthma Action Plan report that populates at the end of the workflow for clarity and easier understanding.

#### New Clinical Reconciliation Workflow

The way that you reconcile inbound clinical information for your patients is improving! The new workflow will be available to practices in phases, so keep an eye out for additional communications regarding your system upgrade.

The new workflow reduces clicks in several places. You are no longer required to create a referral to reconcile clinical information, reducing the burden of unnecessary referrals for inbound clinical information such as patient intake. We have also consolidated the imported Medications, Problems, and Allergies into one screen, with your patient's existing chart information always at the top of the screen and the new information from an external source following immediately below.

Users can quickly take action to reject duplicate records, as we will display a "duplicate" icon when the external information is a 100% match to the patient chart. Once a user adds and/or deletes records, they will see a consolidated overview of each record before finally adding or rejecting clinical information to their patient's chart, reducing the clicks it takes to reconcile clinical data for your staff. Lastly, users' actions performed during clinical information reconciliation are tracked in the Audit Trail. We also added a new "Source" column to help you quickly identify which data was added to your patient's chart from an external provider.

### Coming Soon!

#### Archiving Old Tasks

Kick-off 2023 on the right foot with an organized task list! You'll soon be able to archive old tasks - in bulk! Users can bulk change any old, unstarted tasks to a status of canceled, helping to improve performance issues and clean up the task window to keep it more relevant.

#### Schedule Improvements

Next up, keeping with the theme of a cleaner, more simplified view, users can **hide** "No Show" and "Canceled" appointments from the calendar view. This option will clear up unnecessary clutter on the calendar and allow schedulers to see available time slots easily. No Show and Canceled appointments will display by default with the option to adjust the settings and save as a user preference.

Another improvement you will see is the new **location** drop-down in the Tracking Screen. This new feature will streamline the user's workflow by automatically defaulting to the location of the logged-in user. It is also easily changeable if desired. Best of all, changing the location on the Tracking Screen will also update the location on the calendar, keeping the two views in sync.

#### New Dashboards

The **OP Financial Analytics** module provides increased visibility and better insights into your practice's financial performance. We are adding three new dashboards to narrow down areas for improvement: Contractual Analysis, Appointment Analysis, and Key Metrics.

- **Contractual Analysis:** This dashboard will show how your charges compare to your contracted amount, helping you understand which payers are underpaying you.
- **Appointment Analysis:** This dashboard will allow you to see a recap of appointments month-over-month for the last year. You can see trends in total appointments, the number of canceled or no-showed appointments, and kept appointments where charges were never entered.
- **Key Metrics:** There are two tabs to note in this dashboard: "Monthly" and "CPT". The Monthly tab will allow you to see the monthly billed amount, payments, and adjustments for the last 12 months. The CPT tab presents a 12-month summation by CPT category, billed amount, the amount paid, adjustments, and the average age of the claims.

As a reminder, **OP Financial Analytics** has a whole host of dashboards to help deliver unparalleled visibility into your practice's finances, including:

- Practice Summary
- Trends
- Denial Summary
- Denial Worklist
- Accounts Receivable
- AIR History
- Insurance AIR Worklist
- Patient AIR Worklist
- Vaccines
- Vaccine Trends
- Key Metrics

To schedule a demo or get more information, [reach out to your helpful OP account manager!](#)

### We would love to hear from you!

**Please send us your ideas!** We want your thoughts and feedback about how we can make your lives easier through technology.

- Topics for training webinars
- Features you would like to see in future releases
- Successes you want to share with the pediatric community

[I have an idea!](#)



### New & Improved Communications for Development Tickets!

We are excited to announce we have taken your feedback regarding tickets that have transitioned from Support to our Development Teams and we have automated communications for those tickets. You will receive consistent updates as your cases progress through the development cycle to help keep you informed. If you have any direct feedback on the improved communications, please send a message to the [Director of Support, Celena Berry](#).

### Holiday Hours

#### Christmas Holiday

Support will be closed on Monday, December 26th, and returning Tuesday, December 27th.

On-call staff will be available on Monday, December 26th, for emergencies.

#### New Year Holiday

Support will be closed on Monday, January 2nd, and returning Tuesday, January 3rd.

On-call staff will be available on Monday, January 2nd, for emergencies.

Our on-call staff will be available for emergencies at 1-800-218-9916 - option 9 for Emergencies. For non-urgent needs, please email [support@officepracticum.com](mailto:support@officepracticum.com) so our team can review your inquiry upon our return on **Tuesday, December 27th, or Tuesday, January 3rd**, respectively.

### Recent Support Trends

**Top trends this month:** Flu Clinics & DAR Reporting

Our Customer Support team consistently manages and updates our [Support Trends page](#) on the [Help Center](#) to address issues identified as affecting multiple customers. This page also gives direction on what to do if you're experiencing one of these issues and provides workarounds, if available.



#### Looking For Support?

Do you need help and are unsure of where to go? Check out the [OP Support Hub](#) to find links to email our team, manage your support cases, and more!

The OP Support Hub gives you access to all OP support channels, including the OP Help Center, case management, and online chat. The best channel for you will depend on what support needs you have.

### Do we have the right point of contact for your practice?

Over the past few years, we've seen unprecedented change as the world reckoned with the impacts of Covid-19. One of the biggest shifts specific to the healthcare industry has been the staffing challenges that we know many of you are still navigating. To ensure the right people on your team receive our communications, please take a moment to [update your practice's contact information](#) using our easy-to-fill form.

Multiple staff changes? No problem! You will have the option to add or edit more than one contact at a time without needing to submit the form multiple times.

[Submit new info](#)



### Engage 2023 User Conference Register by December 31 for Early Bird Pricing!

**When you register before December 31st, you'll lock in our Early Bird Price of \$829!** That's a **0% increase** from our last in-person event in 2019. You will also be more likely to secure a room onsite at the Gaylord National Resort and Convention Center, located in the beautiful National Harbor area.



#### Who should attend?

We have a **robust agenda** with over 100 sessions that our community has asked for, and it's physically impossible for one person to attend them all! The good news is that there is something for **every role** and **every skill level**. Send at least one person from each area of your practice to divide and conquer! Our registration process makes it easy to register multiple people at the same time. On the fence? See why you [have to attend](#) this event!

[Register Now](#)

I want to learn more before I register.

Already registered? Don't forget to [book your hotel room](#).

### ON DEMAND WEBINAR The ABCs of RCM - Managing Your Billing with Ease



Watch our on-demand educational webinar to learn:

- Ways to maximize your claims reimbursement rates
- How OP RCM averages compare to industry averages for MGMA benchmarks
- How transparency and visibility of a team approach leads to increased revenue

We'll offer solutions to improve your billing and real-world examples from OP customers who have used our RCM service so you can learn how to maximize your revenue and help your practice thrive!

[Watch Now](#)

[Bookmark to watch later.](#)

### PRODUCT TRAINING WEBINAR Mental Health Monitor

Are you struggling to track the behavioral and mental health needs of your patients?

If you answered 'yes' or you're unsure, then tune into this on-demand training webinar to learn the ins and outs of OP's new **Mental Health Monitor**—a data-driven dashboard that provides you the information you need to focus on the care of your most vulnerable patients.



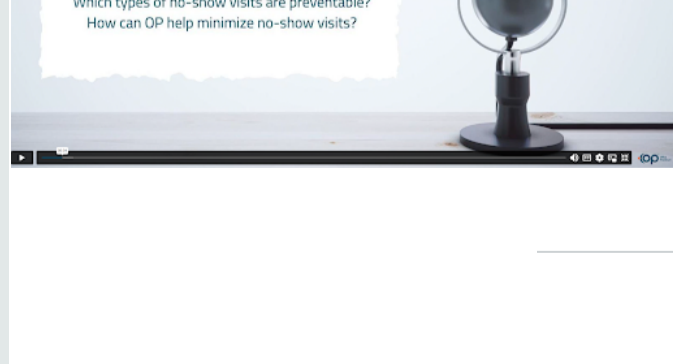
Listen in and learn:

- What the Mental Health Monitor is
- How to access and set up the Mental Health Monitor
- How to leverage the actionable data to help monitor and treat patients

[Tune in](#)

### PODCAST

#### Reducing No-Shows in PODCAST with OP Notify (and more!)



In a **recent episode**, host Shawn Rosler, Senior Instructional Designer on OP's Knowledge Team, sat down with long-time OP account manager Mimi Ruggles to discuss ways to reduce no-shows using OP. They also reviewed what typically causes a no-show visit, what types are preventable, and more. [Listen now!](#)

To see a full lineup of OP's client MediaTricks podcast, all episodes can be accessed [here](#) on the OP Help Center.

### Free Training

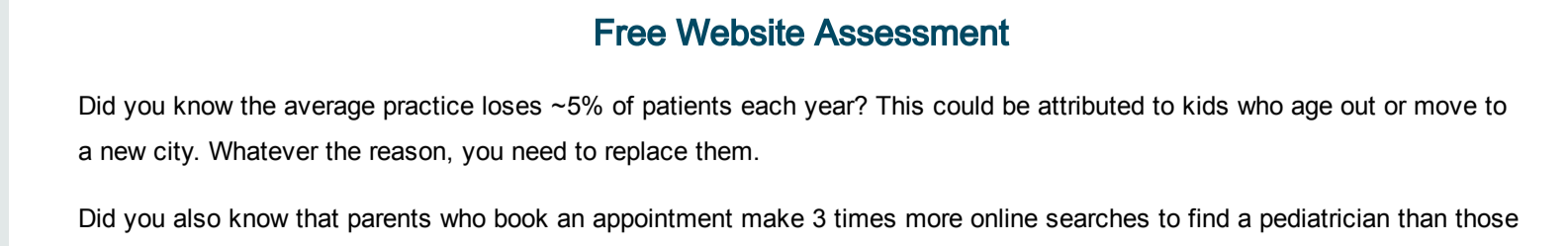
[Register today](#) for an upcoming FREE training session in our Help Center!

Tuesday, January 3, 2023  
11:00-noon EST

#### SECURITY SETTINGS

- Create individual rights
- Create new Security Groups
- Review permission meanings

[Register](#)



### Free Website Assessment

Did you know the average practice loses ~5% of patients each year? This could be attributed to kids who age out or move to a new city. However the reason, you need to replace them.

Did you also know that parents who book an appointment make 3 times more online searches to find a pediatrician than those that don't - a search that can take them to your website?

But not just any website will help you grow and manage your business. **You need a website that works for you around the clock to automate most of your business marketing and patient engagement needs, freeing you up to focus on patient care.**



To help you know if your website is optimized for success, OP's Account Management team is now offering a **comprehensive, free assessment of your online presence.**

**And as an added bonus, we are offering \$2,000 off all new website purchases made by December 31.**

**Get started now and set up a time with your OP account manager.**

[Yes, I want a free assessment!](#)